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Support Processes for Cloud Resellers

MAC/Ds

5/8/2025

MAC/Ds

Requests for Move/Add/Change/Delete (MAC/D)

If your End-User has **Business Edition** or **Enterprise Edition**, you may request a change request or MAC/D through **My Support**. If your End-User has **Premier Edition** or **Outbound Engagement**, you must make each MAC/D request through your Customer Success Manager (CSM).

To request a change request for a **Business Edition** or **Enterprise Edition** End-User, login to **My Support** and select Open a Case, then select "Service Request." Please provide as many details as possible for the required change including use Cases, if applicable. MAC/D requests will be acknowledged within one business day and accepted or rejected within two business days.

Each MAC/D acceptance notification will include an Order and an SOW for undertaking the requested MAC/D. Orders and SOWs will require mutual execution by the applicable parties before proceeding. If the MAC/D is rejected, your CSM may work with you to modify the request and for re-submission.

Each MAC/D request will be considered complete upon email notification to you of completion.